

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: **Alaska**

DATE: September 30, 2004

This report is for the Program Year 2003 that began July 1, 2003 and ended June 30, 2004. Alaska Department of Labor and Workforce Development, Employment Security Division (ESD), submitted a no cost modification on February 9, 2004.

Activities completed during PY03:

Partnering with Unemployment Insurance (UI) staff:

- Maintained open communications with UI & Employment Services (ES) managers meetings (combined & individually) on the reemployment services program and how what we do is integral to UI's operations.
- Provided a presentation to introduce the WPRS program to new UI claimstakers in Anchorage and Juneau. All of the Juneau claimstakers were also indoctrinated – not just the new staff. All of the Anchorage claimstakers received similar presentations in PY02.
- Developed an email 'shell' that ES staff can quickly complete by checking boxes and a minimum amount of data entry to communicate directly with the UI call centers.

Organizational changes:

- In PY02 the State of Alaska began a major shift in the local and regional leadership/supervisor organization. Two new regions were added and one regional manager was replaced. All four regional managers now oversee both ES and WIA functions. Additional Local Office Managers have also been converted to positions with joint oversight.
- The State has also consolidated the Workforce Investment Boards, and we now only have one WIB.

WPRS staff development:

- Training in Anchorage, and Kenai for new WPRS staff.
- The PowerPoint presentation for the WPRS program orientation has undergone major enhancements. We have included much more material on our Job Center partner services.
- In five Job Centers, WPRS staff is now assisting clients seeking training opportunities through the Workforce Investment Act with the completion and

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review of the WIA application. This provides WPRS staff with a better understanding of the WIA eligibility requirements, ensures quality referrals to WIA and enables the WIA case managers to better utilize their time providing client services.

Program Circumstances:

The third and final year of the grant has brought several developments to bear on the way we operate under the grant.

1. Higher than expected staff costs continue to affect our ability to maintain the same staffing levels as in the past.
2. ES Job Center Liaisons initiative that placed staff in the UI Call Centers to offer quick Job Center connections to UI claimants was discontinued in late PY02. A UI referral policy was written and an email 'shell' was created to allow UI claimstakers to quickly pull-up the shell, fill-in a few blanks and send the document to the appropriate Job Center.
3. We served fewer claimants this year than the previous year. The number of claimants invited into orientation and the resulting services is a direct result of staff time to schedule and case manage the claimants. The number of authorized positions at the end of each program year dropped 30.8%, from 16.25 to 11.25 FTE's. This was due to the staff anticipating the expiration of the Reemployment Services grant at the end of PY03 and the WPRS staff seeking permanent positions. These positions did not just go vacant at the end of the year. Staff knew the grant was coming to an end and began moving out of the positions throughout the year - two at the very beginning of the year. Replacements were not sought because of the lengthy training period required to become efficient in the program. Now that the grant positions are completely vacated we can predict PY04 will see even fewer claimants being serviced because of these staff reductions.

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Change in Operations

Due to the changes in program circumstances in mid-PY02 we began cost cutting measures to minimize the impact on the grant performance by maintaining the staffing level as much as possible:

1. We reduced the field (case manager) staffing charged to the grant. During PY03 we experienced a staff exodus brought on by the realization the Reemployment Services grant is coming to an end and they began seeking permanent positions. Fortunately several of the staff were able to get on with the WIA program, so the skill and experience they acquired in our program will be put to good use. Unfortunately some of our best-case managers took this 'transfer' so our experience base has been impacted.
2. In PY02 we cut the travel budget in half. In PY03 we cut it another 75 percent.
3. The Job Center liaison positions to the UI Call Centers were eliminated even though this innovative approach was recognized and still is a good idea. To maintain the early intervention/quick connect initiative, the Liaisons created new procedures to have the Call Center UI claimstakers refer UI claimants directly to Job Centers in the claimants' area of residence. This should continue the improved customer service, and permit faster callback services.

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PY02 Goal outcomes:

Goal #1: Increase the number of WPRS/UIRS claimants that are referred to job openings by 10% to 1438.

9048 (B5 – referred and reported)

	<u>number</u>	<u>percent of goal</u>
Q 1	375	26.1%
Q 2	383	26.6%
Q 3	372	25.9%
Q 4	<u>374</u>	<u>26.6%</u>
Yr	1,504	104.6%

Goal #2: Increase the number of UI eligible claimants that receive vocational counseling services by 10%, to 592

9048 (C4 – referred and completed)

	<u>number</u>	<u>percent of goal</u>
Q 1	150	25.3%
Q 2	174	29.4%
Q 3	173	29.2%
Q 4	<u>105</u>	<u>17.7%</u>
Yr	602	101.7%

Goal #3: Increase the number of UI eligible claimants that receive Staff Assisted Services by 31% to 28,000

9002A (C12 - rolling four-quarter total)

	<u>number</u>	<u>percent of goal</u>
Q 1	20,266	72.4%
Q 2	20,751	74.1%
Q 3	20,155	77.0%
Q 4	20,899	74.6%

Note: We fell short on our third goal. Our estimate was very optimistic (31% increase in claimants that receive a staff assisted service in PY2002 from 21,428 to 28,000). This was partially due to the change in performance measures from the first year of the grant, we used a state program to extract the report data but now use the Mathematica program for report extraction. Additionally the Reemployment Services Coordinator's misunderstanding of the 'rolling quarter' for the annual 9002 reports resulted in erroneous assumption of what could be expected. Bottom line: the goal was set too high.

Total Costs for PY02

The grant was zeroed out for PY02. The Application for Federal Assistance (SF-424) remained as submitted in February 2004.